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June 11, 1996

Attachment 7

Via Hand Delivery

Mr. Stephen Carter
Vice President and General Manager Special Markets
Southwestern Bell Telephone Company
One Bell Center
Suite 410
St. Louis, Missouri 63101

Dear Stephen:

Our March 14, 1996, hand delivered letter to you formally requested the commencement of negotiations between Southwestern Bell Telephone Company and AT&T Communications of the Southwest, Inc. (AT&T), as required by Section 252 of the Telecommunications Act of 1996 (Act). That request pertained to the states of Texas, Missouri and Oklahoma. Those negotiations are now in progress.

By this letter, AT&T formally requests that negotiations begin between Southwestern Bell and AT&T, pursuant to Section 252 of the Act, concerning the states of Kansas and Arkansas.

I would assume that in order to begin negotiations involving the states of Kansas and Arkansas, the AT&T team led by Nancy Dalton will interface with the Southwestern Bell team co-led by Ric Zamora and Gary Juhl. In any event, I look forward to hearing from you as to the desired team interfaces or any other matter regarding this request.

I again look forward to working with you on these matters.

Sincerely,

cc: Mr. Royce Caldwell
Mr. Edward Mueller
Ms. Melanie Fannin
Mr. J. B. Shelley

ATTACHMENT 8



AT&T Communications of Southwest, Inc.

AT&T/SWBT Negotiations

NEG 002769

1

SS 3/26/96



Summary of Negotiations to Date

- ◆ AT&T initiated the Local Services Negotiations on 3/14/96
- ◆ AT&T and SWBT Leadership Teams met on 3/19/96 to discuss:
 - End-in-mind
 - High-level scope of negotiations
 - Negotiations process
 - ◆ Leadership progress reviews 4/5 and every 2 weeks thereafter if deemed appropriate
 - ◆ AT&T/SWBT subteams meet per a mutually negotiated schedule
 - ◆ AT&T Negotiations Team meetings to review subteam status/negotiate policy items, etc.
 - ◆ 4/1 afternoon - 4/2 all day
 - ◆ 4/11 - 4/12 all day
 - ◆ 4/16 - 4/17 all day
 - ◆ 4/23 - 4/24 all day
 - ◆ 4/30 - 5/1 all day
- ◆ High-level timeline



AT&T/SWBT Overall Negotiations End-in-Mind



- ❖ **Jointly Developed AT&T/SWBT Document Identifying Areas of Agreement by Mid-July**
 - ❑ **Common Section on Company-Wide Operational Processes**
 - ❑ **State Specific Sections on Services, Pricing, and other applicable Terms & Conditions**



AT&T/SWBT March 26 Negotiations Meeting



Objective

- ❖ **Determine Overall Scope of Negotiations Beyond the Leadership View**
 - ❑ Total Services Resale
 - ❑ Unbundled Elements
 - ❑ Interconnection
- ❖ **Determine/Agree to Subteam Structure, Leaders, Members, Milestones**
 - ❑ Subteam Meeting Schedules
- ❖ **Jointly develop a process for tracking:**
 - ❑ Requests
 - ❑ Issues/action items
 - ❑ Milestones
 - ❑ Etc.



Scope of Negotiations

- ❖ Negotiate all areas covered under Sections 251 and 252 of the Federal Act
- ❖ Business Relationship (escalation procedures, policy e.g., repetitive debtor)
- ❖ Services/Prices included under Total Services Resale and Unbundled Elements
- ❖ Interconnection
- ❖ Wired and Wireless Access
- ❖ Poles, Ducts, ROW
- ❖ Dialing Parity
- ❖ Number Portability



AT&T Local Service Negotiations Team Structure



Subteam

Services/Price

Scope

- Availability of Retail Services/Features (regulated and non-regulated)
- Wholesale prices
- Unbundled cost-based prices

Lead

John Dyess

Members

B. Flappan
D. Kettell
J. Lindgren
M. Owen
T. White



Services

❖ Basic

- ☐ Dial Pulse or Touch Tone
- ☐ Flat and Measured Services
- ☐ Lifeline Services
- ☐ 1+ Service (IntraLATA toll, InterLATA, International)*
- ☐ Extended Area Service (EAS)
- ☐ Foreign Exchange Service
- ☐ Lines and Trunks (DID, DOD)
- ☐ 411, 611
- ☐ 911, E911
- ☐ 0+, 0-
- ☐ Dial Around Service (10XXX)
- ☐ Telephone Relay Service (TDD)
- ☐ Vanity Numbers
- ☐ Directory Listings - White & Yellow Pages
- ☐ Etc.

* OK, MO Specific (Not Texas)



Services (contd.)

❖ CLASS & Custom Features

- ☐ Distinctive Ringing
- ☐ Repeat Dialing
- ☐ Caller ID & Caller ID w/Name
- ☐ Multi-Line Hunting
- ☐ Call Waiting
- ☐ Call Forwarding
- ☐ Speed Dialing
- ☐ Call Blocking
- ☐ Call Screening
- ☐ Call Trace
- ☐ Automatic Call Back on Busy (*69)
- ☐ Etc.



Services (contd.)

❖ Enhanced/Emerging

- ☐ Voice Mail
 - ◆ SMDI and SMDI-E Interfaces
 - ◆ MWI - Message Waiting Indicator
 - ◆ CFBDA - Call Forward on Busy Don't Answer
- ☐ Voice Dialing
- ☐ ISDN
 - ◆ BRI
 - ◆ PRI
- ☐ AIN
- ☐ Cellular
- ☐ Wireless
- ☐ Etc.
- ☐ Future New/Emerging Services

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Services (contd.)

❖ Others

- ☐ Centrex
- ☐ Payphone Service
- ☐ Hospitality Services
- ☐ Inside Wire
- ☐ Poles, Ducts, Conduits, and Rights-of-Ways
- ☐ Grandfathered Services
- ☐ Etc.



AT&T Local Service Negotiations Team Structure

<u>Subteam</u>	<u>Scope</u>	<u>Lead</u>	<u>Members</u>
Operations	A) Customer Care/Ordering	S. Saboo	D. Kettell K. Martin M. Owen E. Arredondo
	B) Service Provisioning	S. Saboo	E. Arredondo E. Doty D. Kettell
	C) Maintenance & Disaster Recovery	S. Saboo	C. de la Fuente G. Madole J. Jacobson J. Pilkinton U. Ferguson
	D) Customer Billing	S. Saboo	J. McFelea C. Hobson
	E) Local Services/Access Billing	S. Saboo	M. Wray
	F) Special Services	S. Saboo J. Dyess	D. Kettell M. Owen J. Cooper

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12



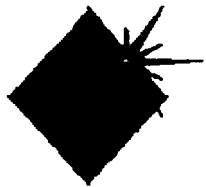
Customer Care / Ordering

- ❖ Number Assignment & Administration
- ❖ Street Address Guide
- ❖ Address Verification
- ❖ Premise Visit Appointment Scheduling
- ❖ Move-As-Is Feature Verification
- ❖ Suspension and Restorals for Non-Payment
- ❖ Hours of Operation
- ❖ In-Language Customer Care



Service Provisioning

- ❖ Single electronic interface for service provisioning including 911/E911, DA, and Directory Listings
- ❖ Standard set of data elements
- ❖ Ability to Schedule Installation with Customer On-Line
- ❖ Provide Real Time Statusing (FOC, Jeopardies, Rejects, Escalations, Expedites, Completions)
- ❖ Provide Time and Cost of Materials to AT&T at Service Completion
- ❖ Meet or Exceed Current Provisioning Intervals
- ❖ Provide AT&T the Ability to Resell Inside Wire Provisioning & Maintenance Plans



Maintenance

- ❖ Ability to Route or Warm Transfer 611 Calls to a Designated Platform
- ❖ Real Time Electronic Interface (EBI) to Perform:
 - ❑ Trouble Ticket Entry and Update
 - ❑ Statusing and Escalations
 - ❑ Testing
 - ❑ Trouble Ticket Close-Out
- ❖ Ability to Schedule Dispatch and Quote ETR to Customer
- ❖ Notify AT&T of any Network Events or Scheduled Maintenance Activity which may impact AT&T Customers
- ❖ Represent AT&T Branded Repair Service to End-Users
- ❖ Bill any Time and Materials Charges to AT&T and not the End-User



Disaster Recovery

- ❖ Agree to Mutual Participation in Disaster Recovery Plans
- ❖ Provide Timely Notification of any Outage Affecting AT&T Customers
 - ❑ Central Office Outages
 - ❑ Facility Outages such as Cable Cuts, Repeater Failures, etc.
 - ❑ Commercial Power Outages
 - ❑ Subscriber Loop Problems
 - ❑ Signaling Network Problems
 - ❑ General Network Congestion
 - ❑ Work Centers, Operation Systems, & Database Problems



Customer Billing Local Account Maintenance



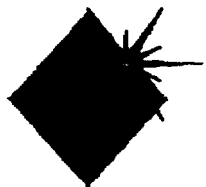
- ❖ **Outploc/PIC Change Feed**
 - ❑ Switch Provider Notification of a Customer Leaving AT&T Local
- ❖ **Notification of IXC Initiated PIC Change**
 - ❑ For an AT&T Local Customer, the Switch Provider must Reject a PIC Change Order Received from Another IXC
 - ❑ AT&T will Process the PIC Change
 - ❑ PIC Change Indicator in Service Order Feed
 - ❑ "PIC Change Only" Order Feed



Customer Billing Usage Transfer



- ❖ **Transmit Following Usage Data in EMR format via Connect:Direct**
 - ☐ Unrated IntraLATA Local and Toll
 - ☐ Rated Incollects
 - ☐ DA and DA Call Complete
 - ☐ Busy Line Verify/Interrupt
 - ☐ Operator Handled
 - ☐ Star Services
- ❖ **Daily Feed**
- ❖ **Follow Packing Requirements**
- ❖ **Unbillable Messages will be Returned for Correction**
- ❖ **Follow Requirements in LRDTR Document**



Local Services/Access Billing

- ❖ Mechanized CABs-like Billing via Connect:Direct as described in SABR document
- ❖ Accurate & Timely Billing
- ❖ Allow AT&T to Perform Bill Certification Process
- ❖ Allow AT&T to Conduct Supplier Quality Certification Reviews



Special Services Directory Services



- ❖ Provide the Capability to Route 411 Calls from AT&T Customers to a Dedicated DA Platform
- ❖ Provide Access to SWBT Directory Assistance Data
- ❖ AT&T Branded Service



Special Services Operator Services



- ❖ Ability to Route 0- and 0+ Calls from AT&T Customers to a Designated Operator Services Platform
- ❖ AT&T Branded Service and AT&T Rates if Provided by SWBT
- ❖ Access to SWBT Emergency Number Database/Listings
- ❖ Collect Calls
- ❖ Third Party Billing
- ❖ Busy Line Verify/Interrupt
- ❖ Access to LIDB for Calling Card Validations



Special Services Public Payphones



- ❖ Ability to procure pay phone lines at a wholesale and commercially viable basis
- ❖ Ability to procure competitively similar capabilities (unbundled) for pay phone lines (e.g., coin rating, answer supervision) for the purposes of resale

NEG 002789



Special Services Directory Listings



- ❖ Cover Page
- ❖ Information Pages
- ❖ White Pages
- ❖ Yellow Pages
- ❖ Government Listings

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23



Operations Readiness Testing (ORT)

- ❖ Participate in all AT&T ORTs Designed to Test Processes, Systems, Interfaces, M&Ps, Features, Call Flows, etc. Before General Availability of Service